

ORIGINAL

STENOGRAPHIC TRANSCRIPT OF PROCEEDINGS

BEFORE THE

Illinois Commerce Commission

DOCKET NO. 01--0201

IN THE MATTER OF:

CHRISTINE EDWARDS

VS.

THE PEOPLES GAS LIGHT AND COKE COMPANY

CHIEF CLERK'S OFFICE

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ILLINOIS
COMMERCE
COMMISSION

PLACE: Chicago, Illinois

DATE: May 8, 2001

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1 BEFORE THE
2 ILLINOIS COMMERCE COMMISSION

3 IN THE MATTER OF:)

4 CHRISTINE EDWARDS)

5 vs)

6 PEOPLES GAS LIGHT AND COKE)

7 COMPANY)

) No. 01-0201

8 Complaint as to inflated gas)

9 bills for 11/16/2000,)

10 12/18/2000, 01/17/2001 and)

11 2/16/2001 in Chicago, Illinois.)

12 Chicago, Illinois

13 May 8, 2001

14 Met pursuant to notice at 11:00 a.m.

15 BEFORE:

16 MS. LESLIE HAYNES, Administrative Law Judge.

1 APPEARANCES:

2 MS. CHRISTINE EDWARDS
3 7129 South Indiana Avenue
4 Chicago, Illinois 60619
5 Appearing pro se;

6 MR. BRIAN J. McCARTHY
7 130 East Randolph Drive, 23rd Floor
8 Chicago, Illinois 60601
9 Appearing for Peoples Gas Light and
10 Coke Company.
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21 SULLIVAN REPORTING COMPANY, by
22 Giraida B. Bordabeheres, CSR

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I N D E X

<u>Witnesses:</u>	<u>Direct</u>	<u>Cross</u>	<u>Re-direct</u>	<u>Re-cross</u>	<u>By Examiner</u>
Christine Edwards		25			20, 75, 87, 92, 98
Milton McGee	35				
Brian Schmoldt	44	72 78	81 97	83	91

E X H I B I T S
For Identification

Number In Evidence
Respondent's

1	38	72
2	47	72
3	53	72
4	58	72
5	62	72
<u>Complainant's</u>		
1	104	104

1 JUDGE HAYNES: Pursuant to the direction of the
2 Illinois Commerce Commission, I now call Docket No.
3 01-0201.

4 This is the complaint of Christine
5 Edwards against Peoples Energy, inflated gas bills
6 for November 16th, 2000; December 18th, 2000;
7 January 17th, 2001 and February 16th, 2001.

8 May I have the appearances for the
9 record, please. Your name and address.

10 MS. CHRISTINE EDWARDS: Christine Edwards, 7129
11 South Indiana Avenue, Chicago, IL 60619.

12 JUDGE HAYNES: And your phone number too.

13 MS. CHRISTINE EDWARDS: (312) 886-4705 is the
14 number I got on file.

15 MR. MCCARTHY: Brian McCarthy for the respondent,
16 the Peoples Gas Light and Coke 130 East Randolph
17 Drive, 23rd Floor, Chicago, Illinois 60601. Phone
18 (312) 240-4415.

19 JUDGE HAYNES: How we're going to be proceeding
20 today is you'll present your case first and then
21 he'll have an opportunity to question you. And then
22 if you want to add something after that or redirect,

1 you'll be allowed to add something and then he'll
2 present his case and -- with his witness and we'll
3 be able to question his witness.

4 Are you going to be swearing --
5 testifying on behalf of yourself today?

6 MS. CHRISTINE EDWARDS: Yes, I guess.

7 JUDGE HAYNES: Do you have any witnesses?

8 MS. CHRISTINE EDWARDS: I didn't bring any
9 witnesses at this time.

10 JUDGE HAYNES: Then I'll go ahead and swear you
11 in right now.

12 (Witness sworn.)

13 CHRISTINE EDWARDS,
14 called as a witness herein, having been first duly
15 sworn, was examined and testified as follows:

16 EXAMINATION

17 BY

18 JUDGE HAYNES:

19 Q. Do you have any -- do you want to go ahead
20 and proceed with your --

21 A. As stated in the complaint, I know my bill
22 was inflated because of the usage as to the gas. I

1 know the prices went up, but the prices that they
2 was charging me based on a neighbor's and right next
3 door as well as the way I've insulated my house. I
4 knew it had to be a problem. And even during a week
5 of this time period, I was out of town. The thing
6 was turned down to 52 and then one -- couple days I
7 had a complete shutdown because I called People
8 Energy when my boiler went out and still I've
9 getting ridiculously high bills.

10 And I've had two investigations. The
11 first one came and she didn't find nothing. The
12 second one came out right prior to the prehearing.
13 He refused to go outside and I stated that to the
14 attorney here. And he rescheduled for March 31st.

15 And then the gentleman did come then
16 and right away he found the leak which, to me, is
17 the problem -- part of the problem. I don't know
18 all of the problem, but part of the problem as to
19 why I'm paying such a high enormous bill for the
20 residence that I live in because I'm very
21 conscientious about insulations, all new windows.
22 I've got proof of that and even in the win- --

1 Q. This is a house, not an apartment?

2 A. Just a house. Just a one-family dwelling
3 house that's maintained. And even with inspections,
4 everything was up to par, the appliances and
5 everything; but I had this leak. And I've been
6 smelling gas. I've constantly called. If they
7 check their records, no one ever found it prior to
8 then.

9 So when they came out the 31st, the
10 gentleman was very thorough. He checked --

11 Q. March 31st?

12 A. Yeah, March 31st, I'm sorry.

13 And he did find this leak and he cut
14 off the line leading to the -- it was an enclosed
15 porch there where I have a heating unit -- brand new
16 heating unit since 1996. But underneath it is where
17 the leak was. And he even called his foreman and
18 they two looked around and that was what was done.

19 And I don't have a problem paying what
20 I owe, but these kind of bills I knew I couldn't
21 have owed that. And I should say maybe 15 years ago
22 when I was living in an apartment, I had a similar

1 experience with Peoples Gas and the gas was leaking,
2 going to my stove and my bill -- cooking gas went
3 from like 18 to \$40 a month. And I'm like,
4 something wrong.

5 And I believe this is the problem and I
6 think I should be compensated for it.

7 Q. So what are the charges on these bills?

8 A. The first one I believe was 170 in November
9 and then it went to 4- -- yeah, I have them here. I
10 know the last one prior to this one was \$615. I
11 told them they must have thought I had Disney World,
12 a castle or something over there. You know, I just
13 couldn't believe the price and, you know, basically
14 when -- I'm going to bed almost with boots on. I
15 cut the thermostat down more than I want.

16 November bill was 169.13.; and December
17 bill was 410.53; and January bill was 616.67; and
18 the last bill, February bill, was 435.

19 Q. Have you paid these bills?

20 A. I've always paid on them. Never have I paid
21 all of this out. I've paid like 250, 300. You
22 know, I know I owe so I always pay.

1 The first bill which was 169.13 and
2 that was the week I was gone, I said, Oh, they went
3 up. Maybe this is the bill. And I did pay that
4 whole entire bill; but the next bill I paid 170.
5 Then I know paid --

6 MR. McCARTHY: We've got a record of her paying,
7 yeah.

8 MS. CHRISTINE EDWARDS: -- 400 and the last was
9 230.

10 So I'm always paying because I know I
11 do owe and I'm not here trying to get something for
12 nothing, but I can't pay the neighborhood's bill
13 either.

14 BY JUDGE HAYNES:

15 Q. And so you're just seeking --

16 A. I feel at least -- at least \$400 just --
17 should be credited to my account along with these
18 late charges because if hadn't been active bill, I
19 would have did had I did prior to this, pay all my
20 bill out.

21 Because like I say, I don't mind paying
22 what I owe, it's just paying something that I

1 shouldn't pay for, you know, that should have been
2 corrected.

3 Q. And where was the leak again?

4 A. It was up under the enclosed porch outside
5 leading to a gas furnace or I don't know, heater --
6 space heater. I have a picture of that here, too,
7 if you need to look.

8 That's pretty much it that I have to
9 say right at this point.

10 JUDGE HAYNES: Okay.

11 MR. McCARTHY: Okay. I have a few questions for
12 you. Let's see.

13 CROSS-EXAMINATION

14 BY

15 MR. McCARTHY:

16 Q. You said you've seen your neighbor's bills
17 and that they were lower than your bills. Which
18 neighbor was that?

19 A. As I stated previously, it was my neighbor,
20 Ms. Bell.

21 Q. Ms. Bell?

22 A. 7133 South Indiana. Earl Bell is her

1 husband, so it's probably in his name.

2 Q. Okay. Did you actually look at their bills
3 or is this what they told you?

4 A. I looked at a bill, but every month I
5 wouldn't be asking to look at her bill, you know. I
6 have looked at one. Especially when mines went to
7 600. I certainly looked at her bill and it was an
8 actual bill, it wasn't an estimated bill and it was
9 half my price and her place -- and I'm not talking
10 about my neighbor, I love her, she's a good
11 friend -- is not insulated like mine. You know, and
12 she's home all day so certainly she wouldn't turn it
13 down as low as I would.

14 Q. You had said in another hearing you saw a
15 bill in the neighborhood of \$100, 150?

16 A. No, I don't recall ever saying 150. I know
17 2-something when mine was 6-something. It was
18 always like half of my bill.

19 No, I never saw a \$100 bill.

20 Q. You also stated you were out of town for a
21 vacation for about a week and I think it's in your
22 complaint here.

1 It says every day -- wait, no. From
2 November 12th to November 17th, 2000, so that's five
3 days I wasn't home and my thermostat was on 62; is
4 that right?

5 A. I thought it was on 52 but maybe it was 62.
6 Maybe I got it down lower now.

7 Q. So your thermostat was on. So the furnace
8 would work, it would keep your house at 62 degrees,
9 that's right.

10 A. If that's what it was set on, but it wasn't,
11 I don't believe, extremely cold in November and it
12 wasn't like it was going up like I normally do when
13 I come home. Normally in the evening when I'm there
14 I turn it up to like 70, 72 at the max. If it go to
15 85 it would probably fall off the wall because no
16 way.

17 Q. So when you're wor- -- and that was the
18 other allegation in your complaint, I think, was
19 that when you're working, you turn it down, looks
20 like, to 62 and then when you return at 5:00,
21 obviously you warm it up a little. Okay. Is that
22 right?

1 A. Yeah.

2 Q. Then the last thing you said was that your
3 furnace was out and you said it was for two days?

4 A. Well, it was like that night. I called
5 Peoples Gas, they cut the furnace off and it was the
6 following evening before it was repaired.

7 So if you want to say 24 hours,
8 technically, that's what it was.

9 Q. But all the rest of the winter, that furnace
10 was operating?

11 A. Sure, along with the leak.

12 Q. And you have -- it's a space heater or
13 something on the back porch? Do you have a picture
14 maybe?

15 A. It's not really a space heater. It's
16 square. I don't know what you call it, but it's --
17 I'll show you the pictures here. And it's a new
18 unit. This is exactly how it looks.

19 Q. It probably has a whole bunch of different
20 ones here, different sizes.

21 A. It's not a real large unit. Do I have which
22 one I got circled there that's --

1 Q. I don't think -- I see. This, on the back
2 of this document?

3 A. Yeah, that circled number is mine.

4 Q. Well, I'm not going to -- it's a heater. I
5 was just trying to get an idea of what it was.

6 A. I mean, I don't turn it on. It has a
7 control, but I couldn't control the outside leaking,
8 you know.

9 Q. Okay. Do you have -- you said you have
10 photographs. You've been working on your premises.
11 How long have you been working?

12 A. I'm not working. It's been worked on.

13 Q. Worked on. Okay.

14 A. When I first got in there, I got new windows
15 all the way around back in '95.

16 Q. You got new windows in '95?

17 A. All the way around. \$7,000.

18 Q. That's fine. And then did you -- I saw
19 pictures last time we had a hearing.

20 A. That's what I'm looking for.

21 Q. I'd like to, if I could, look at those
22 pictures.

1 What other types of work -- it
2 appears --

3 A. My husband did weatherstripping around the
4 doors and every -- I went and had storm windows made
5 for each block glass window and then I take
6 insulation and put it in a plastic bag and put it in
7 between the storm windows and the vents, make sure
8 the outside doesn't come out.

9 I've had the attic redone where it was
10 fully insulated; drywall.

11 Q. When was that done?

12 A. That was did -- I should have the bills.
13 Had to be a couple years ago I had that done.

14 I spent more probably on the house than
15 what I paid for it trying to bring it up to par
16 because as I said back in the time when I got the
17 new heater that you just saw there, the boiler, got
18 a new hot water tank. Everything. I mean, it's
19 just constantly. And even -- you know, I'm not only
20 just Peoples Gas conscious, I'm electrical conscious
21 too. When I get new appliances like refrigerator, I
22 make sure Energy Star. I mean --

1 Q. Well, if you could find those pictures that
2 would be great. I did have a question about the
3 leak. You said you had a leak.

4 And how did he stop the leaking?

5 A. He cut off the whole line.

6 Q. Whole line to it. Okay.

7 A. Exactly.

8 Q. Where was the leak located?

9 A. The leak was up underneath the porch,
10 enclosed porch. It led into the house in the
11 basement area and he cut all that line off.

12 Is this the same gentleman that was out
13 here?

14 MR. MCCARTHY: Yes, it is.

15 MS. CHRISTINE EDWARDS: Well, maybe you could
16 explain. Okay.

17 MR. MCCARTHY: I think that's all that I have.

18 MS. CHRISTINE EDWARDS: Here are the pictures.

19 MR. MCCARTHY: Okay. If I could have a moment.

20 MS. CHRISTINE EDWARDS: I had some more pictures
21 taken recently but they wouldn't have been available
22 for today. But if I could, I can e-mail them to

1 you.

2 MR. MCCARTHY: That's all right. I have no
3 further questions.

4 JUDGE HAYNES: Did you think of anything else you
5 wanted to add after this?

6 MS. CHRISTINE EDWARDS: No.

7 JUDGE HAYNES: No?

8 MS. CHRISTINE EDWARDS: Now, see, over here where
9 you see so far as this here, this is the back attic.
10 It's not drywall, but the front attic same type of
11 insulation and it is drywall. I just took these
12 prior to this court -- not for this court but just
13 for I can see before and after. But it's -- I can
14 show you --

15 MR. MCCARTHY: Well, why don't -- we could --
16 well, I think it's clear. She's apparently showed
17 pictures of her attic. It's not clear exactly when
18 those pictures were taken, right? I don't think
19 there's a date on them. I looked.

20 MS. CHRISTINE EDWARDS: Well, I know and your --
21 every one of your inspections, these things were
22 done. So the ones that went and checked my

1 apartment, the lady that came out I believe it was
2 in -- she came before the last thing. One came in
3 January and Daniel whatever his last name came last,
4 but all of these things were done when they came.

5 MR. McCARTHY: Okay.

6 MS. CHRISTINE EDWARDS: This is nothing new. I
7 don't have the money. If I can't pay you all excess
8 money, how could I just jump up and do this for a
9 court hearing, you know.

10 BY MR. McCARTHY:

11 Q. So you were saying, though, about -- in
12 description of that last picture was that it was the
13 attic over the back porch and it was -- it showed
14 insulation in the rafters?

15 A. And it's all the way back to the thing.

16 Q. Okay. And then it -- but it wasn't
17 wallboarded but you're saying the other attic was?

18 A. Oh, yeah. It's insulated and wallboarded.
19 It's just a matter coming up with more dollars to
20 get the rest of the drywall here, you know. But,
21 yeah.

22 MR. McCARTHY: Okay. That's all I have.

1 JUDGE HAYNES: Okay. You want to add anything
2 else?

3 MS. CHRISTINE EDWARDS: Not that I can see at
4 this point.

5 JUDGE HAYNES: Okay. And are you going to be
6 calling witnesses?

7 MR. McCARTHY: Yes. I think what I'm going to
8 do, I'm going to call my witnesses kind of out of
9 order so that I can get one of our guys back out on
10 the field.

11 I'm going to call Milton McGee. He's
12 kind of out of context but we'll hopefully tie it
13 together a little later.

14 MR. McCARTHY: Could you please state your name
15 for the record.

16 Oh, wait. You should be sworn.
17
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1 (Witness sworn.)

2 MILTON McGEE,

3 called as a witness herein, having been first duly
4 sworn, was examined and testified as follows:

5 DIRECT EXAMINATION

6 BY

7 MR. McCARTHY:

8 Q. Could you please state your name for the
9 record.

10 A. Milton J. McGee, Jr.

11 Q. How do you spell your last name?

12 A. M-c-G-e-e.

13 Q. How long have you worked for Peoples Gas?

14 A. 21 years.

15 Q. And what do you do for Peoples Gas?

16 A. I'm a service department supervisor.

17 Q. What are some of the duties that you have
18 now as a service department supervisor for Peoples
19 Gas?

20 A. Well, I have 15 service people that I
21 supervise in their daily duties of turning on gas
22 and cutting off gas and doing leak investigations

1 and high bill investigations. And I also do the
2 No. 8 inspections where I go out like I went out to
3 this residence and conduct -- and oversee high
4 billing complaint investigations and take --
5 recapture meters and take them to the shop for
6 testing. And that's -- those -- that's the bulk of
7 my duties.

8 Q. And have you done a lot of high bill
9 investigations?

10 A. Last two years, yes.

11 JUDGE HAYNES: Just so you know, after he's done
12 questioning his witness, you'll have a chance to ask
13 questions and so if you want to take notes or
14 make -- think of questions that you want to ask.

15 I'm sorry.

16 BY MR. McCARTHY:

17 Q. Mr. McGee, did you visit and inspect the
18 address -- or Ms. Christine Edwards' home at
19 7121 -- 7129 South Indiana?

20 A. I visited the home on March 31st but I did
21 not inspect it because she stopped -- I had actually
22 sent one of the service guys there before me and he

1 got there before me and I guess I got there 10 or 15
2 minutes later and he stated that you said you were
3 satisfied with a previous inspection. You just
4 wanted a pipe going to that heater inspected because
5 the other guy wouldn't do it.

6 That's what happened when I got there.

7 Q. And did you perform an inspection of that
8 piping to the heater in the back?

9 A. The service person did.

10 Q. The service person did? Okay.

11 A. And he found a leak.

12 Q. Okay. And what, if any, involvement did you
13 have in that?

14 A. None. I was basically like an observer.

15 Q. An observer. Okay.

16 Now, was a report prepared of that
17 activity on that day at her house?

18 A. Yes.

19 MR. MCCARTHY: I'm going to mark these documents.
20 I hate marking them in advance, so bear with me. It
21 will take me only a minute.

22

1 (Whereupon, Respondent's
2 Exhibit No. 1 was
3 marked for identification
4 as of this date.)

5 MR. McCARTHY: Let the record reflect that I'm
6 providing a copy of a document that's been marked as
7 Respondent's Exhibit No. 1 for identification to
8 Mr. Milton McGee, one copy to Ms. Edwards and three
9 to the Hearing Examiner.

10 BY MR. McCARTHY:

11 Q. Milton, do you recognize this document?

12 A. Yes.

13 Q. What is it?

14 A. It's the special inspection form that I
15 e-mail back and forth -- well, it gets e-mailed to
16 me and I go out on the appointments and then fill
17 out this what was found in the area and e-mail it
18 back downtown.

19 Q. And I'm going to draw your attention in that
20 document it's -- what is the address for this
21 particular report that's in front of you?

22 A. 7129 South Indiana.

1 Q. And that's -- who's the customer at that
2 address?

3 A. Christine Edwards.

4 Q. I'm going to draw your attention to what was
5 found at that address. There's a block with some
6 text. Is that the area you completed?

7 A. Yes.

8 Q. And in that paragraph, you stated that there
9 was a section of piping that went outdoors that you
10 looked at. We looked at it and found a leak. This
11 piping supplied a home heater on the back porch. We
12 had to disconnect the piping at the valve upstream
13 of the leak. Does that mean you found a leak on
14 that piping to the heater in the back porch?

15 A. That means the service guy found a leak on
16 that piping that was supplying the heater on the
17 back porch.

18 Q. Do you know where he found the leak on that
19 piping?

20 A. Not exactly. He didn't tell me. He didn't
21 show me. He told me there was a leak at the joint
22 between an elbow and a nipple.

1 Q. Okay. Was that joint close to the heater or
2 was it close to our meter?

3 A. It was right under the heater.

4 Q. How far was that joint from the meter? A
5 guess?

6 A. Meter have to be found at the basement.
7 This is at the rear of the house.

8 Q. Now, did you get a chance to see the extent
9 of the leak in that --

10 A. No.

11 Q. Now, in general, a leak -- a significant
12 leak would you smell that? Would it become very
13 strong smelling?

14 A. A significant leak, yes.

15 Q. Did you smell significant gas in the back
16 porch when you were out there?

17 A. Not when I arrived, no.

18 Q. If -- the company uses a -- gas meters that
19 have a designation of an MRD, one meter reading
20 difference. Do you know -- is that true? Is that
21 true that that's the unit of measure on the meters?

22 A. MRDs? Yes. I've heard that used. We don't

1 use it a lot in the service department.

2 Q. Does -- do you understand what one MRD
3 represents as far as an amount of gas?

4 A. We don't -- no. We use BTUs or cubic feet
5 in the service department.

6 Q. And how many cubic feet is there in one
7 meter reading difference?

8 A. One meter reading difference. Is that on
9 the test hand?

10 Q. Yeah.

11 A. One increment? One-tenth or one revolution?

12 Q. One registration on the meter; so going from
13 0000 to 0001, say, on a four-dial meter?

14 A. That should be one cubic foot, is it? I
15 don't know.

16 Q. Is it -- isn't it true it's actually 100
17 cubic feet of gas?

18 A. Could be. I'm not positive. I'm being
19 honest.

20 MR. MCCARTHY: That's fine. I have no further
21 questions for this witness.

22 JUDGE HAYNES: Okay.

1 MS. CHRISTINE EDWARDS: Do I have a chance?

2 JUDGE HAYNES: Yes.

3 MS. CHRISTINE EDWARDS: First of all, I'd like to
4 ask -- I don't know if it's his responsibility to
5 answer or yours. Why wasn't the tech that actually
6 did the disconnecting got here prior to his manager
7 here, because as soon as he stepped up to the scene,
8 he said, I smell this gas; and he said, It could be
9 from next door, but I smell gas and he put the
10 little spray solution on the pipe and he went on
11 checking throughout. That's when he came back and
12 cut it off. So it was very obvious that there was a
13 smell out there. Maybe by the time he got here
14 would have been cut off or whatever, he didn't smell
15 it, so it's not like it didn't exist.

16 And then the questions that you're
17 asking him, I'm not a high tech person myself, but
18 it seems to me that you're trying to get him to say
19 exactly what you want to hear. He say he don't know
20 and you keep saying, Isn't it this? Sure, he's
21 going to say.

22 I'm not here trying to play no games

1 and trying to run no games on Peoples Gas, but right
2 is right. I don't mind paying what I owe but I was
3 not charged properly and so I hope whatever come out
4 of this be fair. And that's all I got to say.

5 JUDGE HAYNES: Do you have any questions directly
6 for the witness?

7 MS. CHRISTINE EDWARDS: Oh, to the witness? No,
8 I just wanted to know that question, why didn't the
9 actual technician come versus him. I know he's his
10 manager, but he came on the scene afterwards. He
11 called him up.

12 MR. McCARTHY: I think that question is directed
13 to me and I don't know quite what to do. I'm not
14 sworn here, but that -- I mean, I could answer that
15 I simply didn't know there was another guy there.
16 That I still don't know whether to take that into
17 account or not.

18 JUDGE HAYNES: And you're the one that filled the
19 form out, though, right?

20 THE WITNESS: Yes.

21 MR. McCARTHY: Okay. I guess that's it. I don't
22 have any redirect.

1 JUDGE HAYNES: Next witness.

2 MR. McCARTHY: Yes. And can I let him go for the
3 rest of the hearing? Do you think you'll have any
4 further questions for him?

5 MS. CHRISTINE EDWARDS: No, I don't.

6 JUDGE HAYNES: You're excused.

7 MR. McCARTHY: I call Brian Schmoldt from Peoples
8 Gas.

9 (Witness sworn.)

10 BRIAN SCHMOLDT,
11 called as a witness herein, having been first duly
12 sworn, was examined and testified as follows:

13 DIRECT EXAMINATION

14 BY

15 MR. McCARTHY:

16 Q. Please state your name for the record.

17 A. Brian Schmoldt, that's S-c-h-m-o-l-d-t.

18 Q. Who's your employer?

19 A. Peoples Gas.

20 Q. And what is your position with Peoples Gas?

21 A. I work in special services. That's the bill
22 investigations.

1 Q. How long have you been in special services?
2 A. Two and a half years.
3 Q. How many bill -- high bill or customer
4 complaint investigations have you performed?
5 A. Thousands. I don't have an exact figure but
6 it's at least a thousand.
7 Q. How long have you worked for Peoples Gas?
8 A. Eight years.
9 Q. And in all those years at Peoples Gas, what
10 department have you worked in?
11 A. Customer service department.
12 Q. And in those other years that you were at
13 Peoples Gas you were also working in dealing with
14 customers --
15 A. Right.
16 Q. -- and complaints in some way, right?
17 A. Yes.
18 Q. Do your duties include being -- keeping
19 records of activities from customers?
20 A. Yes.
21 Q. Do you enter into -- enter information into
22 the customer information system regarding customer

1 records?

2 A. Yes.

3 Q. And do you modify those records at times,

4 if --

5 A. If they need to be, yes.

6 Q. You're -- are you familiar with the business

7 records of Peoples Gas, then?

8 A. Yes.

9 Q. Pursuant to your duties, have you
10 investigated Christine Edwards' gas service account
11 for the property located at 7129 South Indiana
12 Avenue in Chicago?

13 A. Yes, I did.

14 Q. Did you prepare a transcript summarizing
15 that account for this hearing today?

16 A. Yes, I did.

17 Q. What did you use to prepare that transcript?

18 A. I used Ms. Edwards' records.

19 Q. So you mean -- do you mean company records?

20 A. Company records.
21
22

1 (Whereupon, Respondent's
2 Exhibit No. 2 was
3 marked for identification
4 as of this date.)

5 MR. McCARTHY: Let the record reflect that I am
6 providing one copy of a document marked Respondent's
7 Exhibit 2 to Mr. Schmoldt and one copy of the same
8 to Mrs. Edwards and three copies of the same to the
9 Hearing Examiner.

10 BY MR. McCARTHY:

11 Q. I've provided you a copy of the document
12 marked Respondent's Exhibit No. 2. Did you
13 recognize that?

14 A. Yes.

15 Q. What is it?

16 A. It's a history of the billing for the last
17 nine months, basically.

18 Q. On whose account?

19 A. On Ms. Edwards' account.

20 Q. And that account is at 7129 South Indiana;
21 is that correct?

22 A. Yes.

1 Q. Now, did you prepare those transcripts?

2 A. Yes, I did.

3 Q. Have you reviewed the transcripts?

4 A. Yes, I did.

5 Q. Do they accurately reflect the information
6 in Peoples Gas' records regarding Ms. Edwards'
7 account?

8 A. Yes.

9 Q. What's -- well, what is the time period
10 covered by this summary?

11 A. The document covers from July 19th of the
12 year 2000 until April 17th of 2001.

13 Q. Why did you pick that period?

14 A. This is the time where the bills really
15 started to get -- what she was really disputing
16 about her bill was the high cost of the bill during
17 this time period.

18 Q. What was the number of the meter on that
19 account at the beginning of the transcript period?

20 A. The original -- the meter was 1786743. That
21 was the original meter that was there until July
22 22nd of 2001 -- January. I'm sorry. January 22nd

1 of 2001.

2 Q. And where is that on this document? Where
3 is that meter number located?

4 A. It's on the I guess you would say upper
5 left-hand side. There's two meter numbers there
6 that represents the new meter and the old meter. It
7 says meter number on the top. It's right underneath
8 the account number.

9 Q. There's a column in this document in the
10 body of the document entitled Reading type and then
11 beneath that in that column there's a series of
12 ACTs; those three letters. What do those ACTs
13 represent?

14 A. Actual company readings.

15 Q. And show it that we got company readings
16 every single month?

17 A. Either the meter reader went out there every
18 month and physically read the meter or it was done
19 electronically.

20 Q. And what was the case here?

21 A. It was actually a combination of both
22 electronic and company readings.

1 Q. So when you say an electronic reading, does
2 that mean we have a what we call an ERD?

3 A. ERD. We read it from the outside.

4 Q. All right. Well, I'm looking here. It
5 appears when you look at the column -- the last
6 column in the body of the document called account
7 balance, for a while it appears that there's no
8 account balance. Why is that for the first four
9 entries going down?

10 A. Because Ms. Edwards was paying her bills in
11 full.

12 Q. And then when is the first time that we see
13 an account balance?

14 A. In January when she got the bill for \$410
15 she paid \$170 of that bill.

16 Q. Okay. And that left --

17 A. A balance of \$240.53.

18 Q. Okay. And thereafter during the period of
19 this -- during this transcript and the history of
20 her account, she did make payments monthly, correct?

21 A. Yes, she did make monthly payments.

22 Q. But did she pay the full amount of the bill?